



Exceptional Situations Demand Exceptional Care

ZTA Website & Mobile App

AUGUST 2020

Confidential \ Non Personal Data

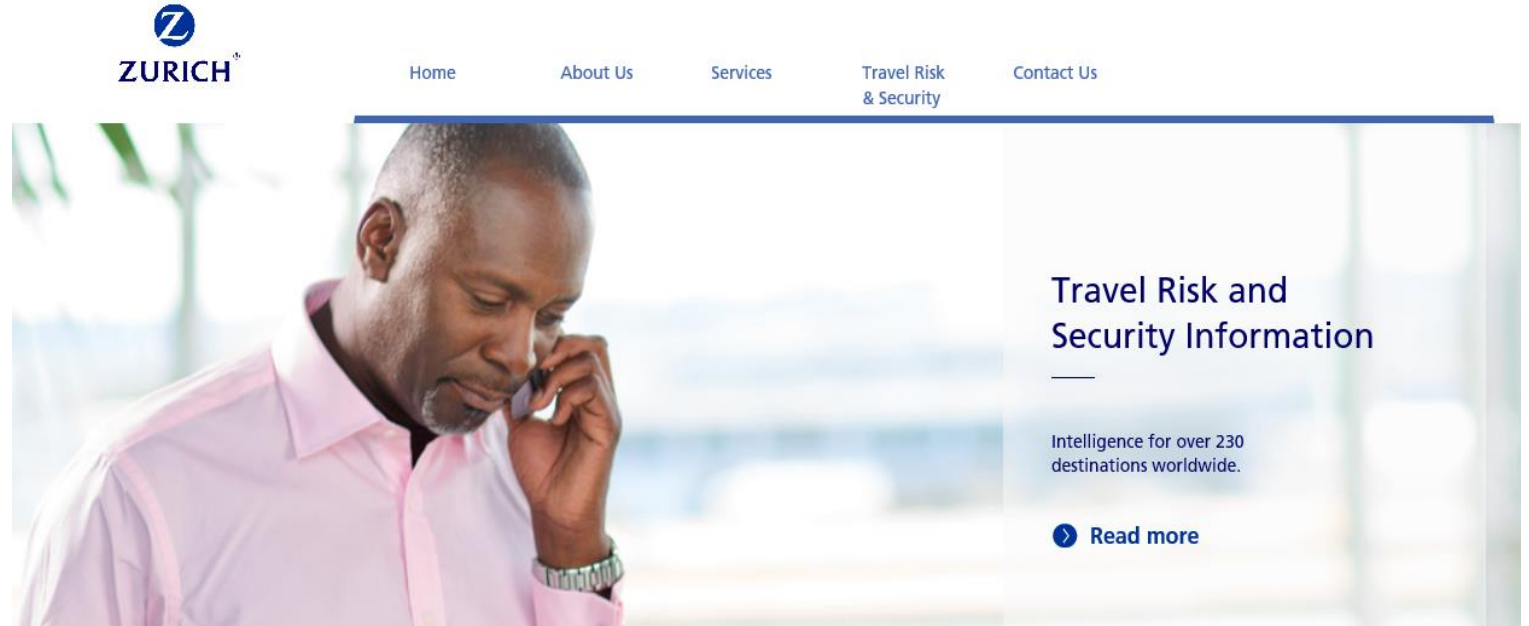


**World Travel
Protection**

Website– zurichtravelassist.com

Zurich Travel Assist Website

www.zurichtravelassist.com



Welcome to Zurich Travel Assist

More individuals are traveling across the country or around the globe and can be presented with unpredictable circumstances. Consider for a moment facing the challenges associated with accidents and illnesses, the frequent reports of disease outbreak, natural disasters, political unrest and even lost personal belongings. Where can a traveler turn for assistance in a foreign land?

Our team of professional emergency assistance coordinators and our medical team of case managers are ready to assist you should the need arise. Whether your need is for pre-trip information for your destination of travel, assisting with a lost wallet, or

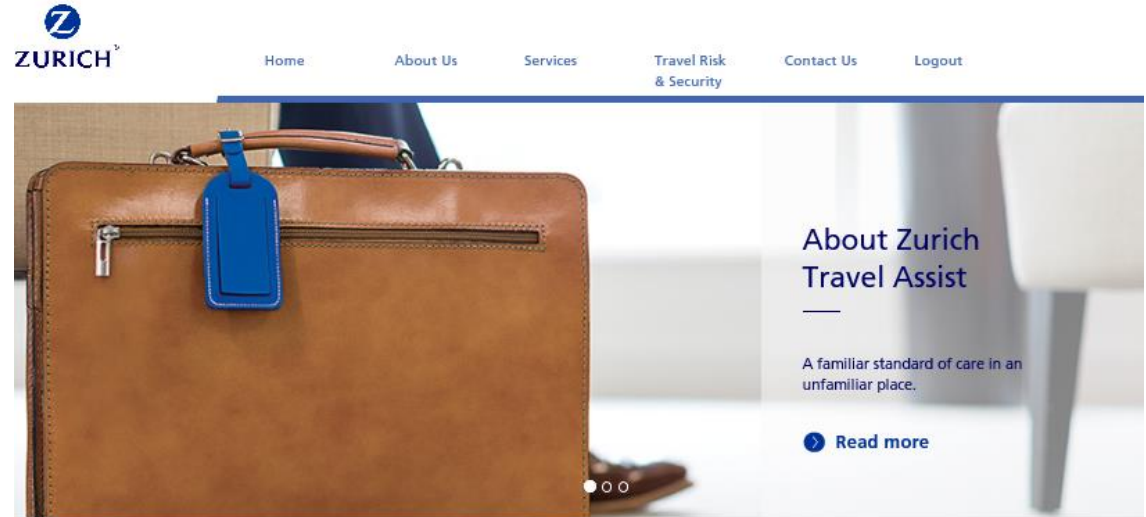
Benefits include:

- 24/7 toll free access to emergency medical and security assistance
- 24/7 toll free access to travel, medical and security advice
- Emergency medical or security evacuation and repatriation assistance
- Online access to travel security alerts and destination risk profiles
- 24/7 assistance with an emergency advance of funds

Zurich Travel Assist Website

Features Include:

- Information on services provided
- Travel risk & security information including country intelligence, security advice, travel health, and Identity Theft
- Contact information



Welcome to Zurich Travel Assist

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Our team of professional emergency assistance coordinators and our medical team of case managers are ready to assist you should the need arise. Whether your need is for pre-trip information for your destination of travel, assisting with a lost wallet, or responding to the most challenging medical or security emergency, Zurich Travel Assist is here to help your world.

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Services

Description of available services include:

- Medical Assistance
- Personal Assistance
- Information Assistance
- Security Assistance
- Legal Assistance



A world of services



> Medical assistance



> Information assistance



> Security assistance



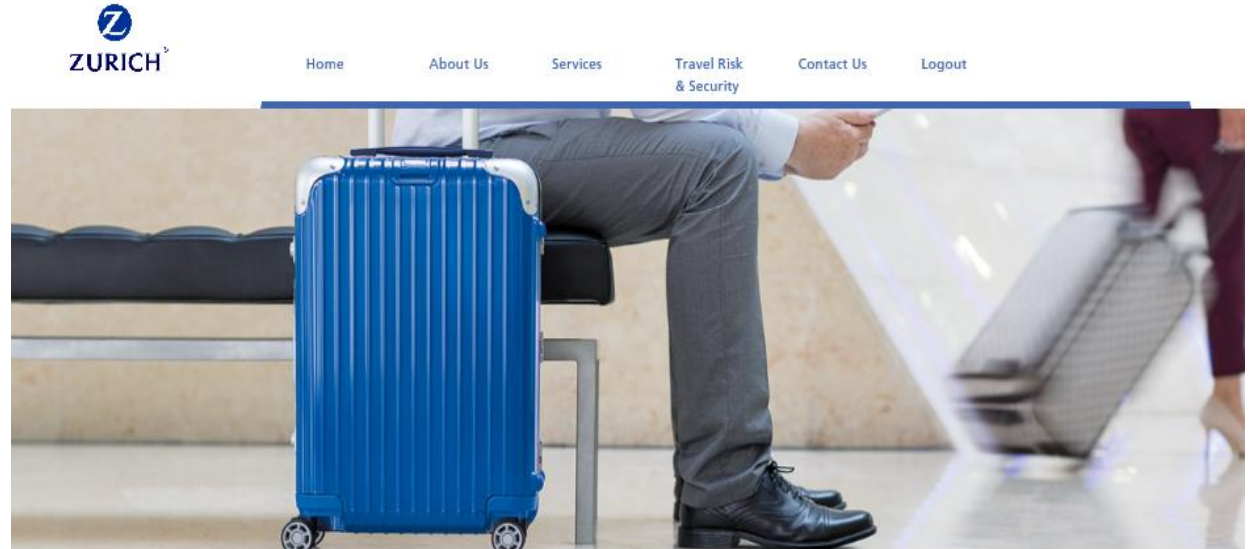
> Personal assistance



> Legal assistance

ZTA Contact Information

- Toll free
- Collect
- Email



Contact Us

Zurich Travel Assist Contact Information

Our dedicated Assistance team is available to help you 24/7.

If you are covered under a Business Travel Accident policy provided by Zurich in North America, please contact us:

In the US and Canada +1-800-263-0261
Worldwide collect +1-416-977-0277
Email info@wtp.ca
Fax +1-416-205-4622

If you are covered under a Student Travel/Study Abroad policy provided by Zurich in North America, please contact us:

In the US and Canada +1-866-224-0146
Worldwide collect +1-416-645-4682
Email info@wtp.ca
Fax +1-416-205-4622

When calling please have your policy number and identify yourself as an insured of Zurich in North America.

Travel Risk & Security



Home

About Us

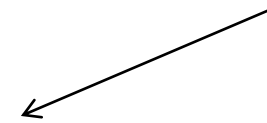
Services

Travel Risk
& Security

Contact Us

Logout

Click to enter
Security site



Register on Zurich Travel Assist Website

Zurich Insurance About WorldAware Contact WorldAware®

ZURICH

Travel Safety Briefings

Personalised security briefings tailored to a specific travel itinerary.

Daily News May 8, Extend Order Requiring Residents to Stay Home through May 22 • UNITED STATES - Officials in Alaska Maintain Travel Restriction

Welcome

WTP Assist has partnered with WorldAware, a leading risk management company, to provide policy holders with a comprehensive range of personal and travel security assistance services.

If this is your first time visiting the website, please register using your policy number.

Login

To access the WorldAware website, please enter your email address and password.

Email address

.....

Proceed

Forgot your password?

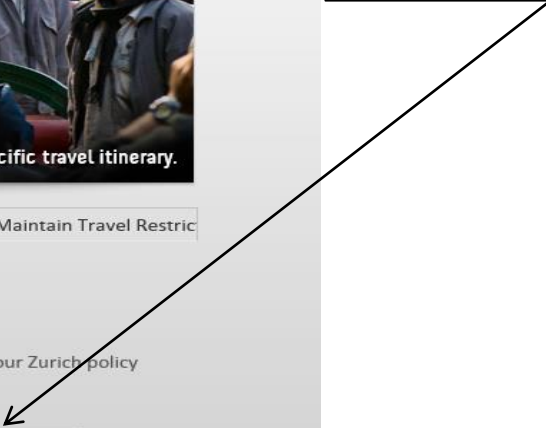
Register

To register, please enter your Zurich policy number below.

Policy number

Proceed

Enter Policy Number



Register on Zurich Travel Assist Website

ZURICH[®]

Zurich Insurance About WorldAware Contact WorldAware[®]

Register

In order to take advantage of some of WorldAware's services, complete the form below.
For help logging in or if you have forgotten your password, call: +1 443 569 6440.

Personal Details

* First name	* Last name
<input type="text"/>	<input type="text"/>
* Company	Mobile number
<input type="text"/>	+12223334444
* Email (this will become your username)	
<input type="text"/>	
* Password	* Confirm password
<input type="text"/>	<input type="text"/>

I confirm I have read and understood the WorldAware [Terms and Conditions](#) and [Privacy Policy](#)

Save Form

All fields are compulsory

Password Selection

Register on Zurich Travel Assist Website

The screenshot shows the Zurich Travel Assist website. At the top left is the Zurich logo. At the top right are links for Zurich Insurance, About WorldAware, and Contact WorldAware. Below the navigation is a banner for "Travel Safety Briefings" with a video player showing a crowd of people. Below the banner is a news ticker with items like "Daily News" and "May 8, Extend Order Requiring Residents to Stay Home through May 22". The main content area has three columns: "Welcome" with a paragraph about the partnership with WorldAware, "Login" with fields for email address and password, and "Register" with a field for policy number and a "Proceed" button. A "Forgot your password?" link is also present.

Password Reset





Travel Security Website

Intelligence on 230 destinations worldwide, including information on security hotspots, cultural considerations, safe transport and emergency contacts. *

Email Travel Alerts

Email alert notifications of high-risk events, including terrorism, civil unrest and severe weather risk, in or near your current location. *

Daily Intelligence Briefing

Subscribe to our email newsletter sent each weekday, covering political instability, civil unrest, disease outbreaks, crime patterns and terrorism news from around the world. *

24-hour Security Assistance

Contact a red24 crisis support specialist to discuss safety and security concerns or if you are in need of immediate assistance while travelling. *

Access to Analyst

WorldAware's extensive team of analysts can provide more information on a particular concern you have related to our intelligence to support your pre-trip planning and preparation. *

Response*

On-the-ground assistance should you be involved in a potentially life-threatening situation while abroad, such as political unrest, violent crime, kidnap and missing persons cases. We will initiate a rescue team, utilising our network of over 400 global security specialists to assist in person.

TravelKit app

red24's TravelKit is a comprehensive mobile app that provides a range of features to enhance any travel risk management plan. *

World Risk Matrix

The world risk matrix is an online feature which summarises all our risk ratings in an easy-to-use format. This feature, which is updated regularly, allows individuals to view all countries' risks or to sort according to a specific category. *

* subject to policy terms, conditions and exclusions. *

Travel Risk & Security

- Subscriptions
 - Email Travel Alerts
 - Newsletters
 - Webinars and Live Briefings
- Analyst Specialized reports
- Country Intelligence
- Security Advice
- Travel Health
- World Risk Matrix

Country Intelligence

- View past Alerts
- Risk Matrix
- Political and Security overview
- Travel information: Transportation, Health, Environment, Culture, Logistics
- Contact and Communication details
- Request specialized reports

The screenshot displays the Zurich WorldAware website. At the top left is the Zurich logo. To the right are links for Logout, Preferences, Help, and Contact. Below the logo is a navigation bar with buttons for Home, Country Intelligence, Security Advice, and Travel Health. A search bar is located on the right side. The main content area features a banner image of a filing cabinet with labels for 'WorldAware Briefing Archive', 'Blogs', 'Special Reports', and 'News'. Below the banner are three columns: 'My Countries' with a list of countries including Afghanistan, Albania, Algeria, American Samoa, Andorra, Angola, and Anguilla; 'My News' with a list of news items from Australia, Azerbaijan, and the United States; and 'My Cities' with a list of city guides including Coruna, Aalborg, Aarhus, and Abbeville, Louisiana. A green button for '24/7 Assistance +1 416 977 0277' is also visible.

Country Intelligence

ZURICH

Logout Preferences Help Contact

Home Country Intelligence Security Advice Travel Health

Home > Country Intelligence > Afghanistan

Afghanistan

Print | Print All

Alerts

South Asian states enhance health screenings and some impose travel restrictions to and from China, Hong Kong, and Macau, as of Feb. 3.

Date sent: February 03

← prev 1 2 3 ... 3 next →

Sign Up

Overall Rating

Severe

What does this mean for my travel?
Understanding the recent enhancements.

Rating Breakdown

Crime	Severe
Security Services	Severe
Civil Unrest	High
Terrorism	Severe
Kidnapping	Severe
Geopolitical	High

Related Pages

- Bagram
- Herat
- Jalalabad
- Kabul
- Kandahar
- Kunduz, Afghanistan
- Mazar-e-Sharif

Overview

Map

Map Satellite

Security Overview

Threats to security in Afghanistan are generally severe

Crime

Crime generally poses a severe threat in Afghanistan. Petty crime is an ever-present threat globally, but in Afghanistan, other criminal threats include assault, armed robbery, property theft, home invasion, and carjacking. Criminal activity is prevalent throughout the country.

Security Services

The trustworthiness, capabilities, and responsiveness of security services in Afghanistan are generally very poor (risk is severe). Crimes should always be reported to one's embassy in addition to local law enforcement. Police officers are typically unable to speak foreign languages.

Civil Unrest

The prevalence of violent demonstrations and/or anti-foreign sentiment in Afghanistan is high. Potentially dangerous protests or endemic civil strife are most common in Kabul, Jalalabad, Mazar-e-Sharif, and Herat.

Terrorism

The threat of terrorism is severe in Afghanistan. Known and specific threats exist, and Afghanistan must currently be considered a potential target of multiple militant groups, including the Taliban, and Islamic State.

Kidnapping

Afghanistan

Print | Print All

Alerts

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Date sent: February 03

← prev 1 2 3 ... 3 next →

Sign Up

Overview Political Security Transportation Health Environment Culture Logistics Contact details

Request for Information

We will endeavour to respond to your request within 72 hours.
- Please Note: All fields are mandatory

Personal details

First name	Alexandra	Organisation		Mobile	
Last name	Maccarone	Telephone		Email address	alexandra.maccarone

Travel details

Select a country/territory
- Please select -

Town/City/Region

Depart date

Return date

Passport/Nationality

Passport/Nationality

Gender of traveller
 Male Female

Age of traveller
 1-15 16-30 31-60 60+

Additional travellers
 children women Men Elderly

Have you been before?
- Please select -

Describe your specific query or concern.

Request more Information

If you'd like more information on a particular aspect of our intelligence to support your pre-trip planning and preparation, including how it might apply to your specific profile, please submit a request and our in-house analyst and subject matter experts can provide a written or verbal response within 72 hours.

*This offering may not be included in all service packages. Also, dependent on the nature and scope of the request a specialist assessment may be required under a separate quote.

Security Advice

- Security
- Environmental
- Transportation
- Culture
- Logistics

The screenshot shows the Zurich website's 'Security Advice' page. At the top left is the Zurich logo. To the right are links for 'Logout', 'Preferences', 'Help', and 'Contact'. Below the logo is a navigation menu with 'Home', 'Country Intelligence', 'Security Advice', and 'Travel Health'. A search bar is on the right. The breadcrumb trail reads 'Home > Security Advice'. The main content area is titled 'Security Advice' and features a grid of 12 bullet points, each with a small circular icon. The background image shows a person in a helmet, possibly a soldier or security guard, in a field.

- Avoiding and surviving kidnapping situations.
- Fire safety information for travelers worldwi...
- Fire safety tips and information to reduce tr...
- General guidance for persons living overseas...
- General guidance for short-term travelers, pa...
- General guidelines to protect yourself agains...
- Guidance on keeping luggage secure.
- Increasing your chances of survival in a kidn...
- Increasing your personal security while trave...
- Managing the threat of landmines, improvised...
- Personal security while walking.
- Protecting yourself from carjacking and react...
- Protecting yourself from crime when using tax...
- Protecting yourself from security threats whi...
- Recognizing suspicious objects and the threat...
- Recognizing when you are under surveillance...
- Strategies for reducing the risk of becoming...
- Tips and guidelines for surviving an airline...
- Tips for a safer hotel stay
- Tips for reducing your vulnerability in the e...

The screenshot shows the Zurich website's 'Environment Advice' page. At the top left is the Zurich logo. To the right are links for 'Logout', 'Preferences', 'Help', and 'Contact'. Below the logo is a navigation menu with 'Home', 'Country Intelligence', 'Security Advice', and 'Travel Health'. A search bar is on the right. The breadcrumb trail reads 'Home > Security Advice'. The main content area is titled 'Environment Advice' and features a grid of 10 bullet points, each with a small circular icon. The background image shows palm trees against a blue sky.

- Advice for winter storms
- How to determine the time around the world
- How to identify and minimize the threat of la...
- How to prepare for a hurricane/tropical cyclo...
- How to prepare for and protect oneself during...
- How to prepare for and protect oneself during...
- Personal safety before and during wildfires.
- Personal safety during earthquakes
- Personal safety during sandstorms
- Safety Tips for Surviving Heat Waves
- What to do before, during, and after a flood

Security Advice



Avoiding and surviving kidnapping situations.

KIDNAPPING

Kidnapping is a threat to travelers worldwide, especially for businesspersons or anyone perceived as possessing significant power or wealth. The guidance below aids in kidnapping avoidance and actions to be taken if kidnapped. Always develop your risk profile on the potential for kidnapping before leaving home. As part of this risk profile, perform due diligence of business counterparts before travel. Verify the identity of business contacts and associations before conducting travel or meeting in person. Arrange for airport pick-up with identity verification methods agreed upon ahead of time.

Avoiding Express Kidnapping (Forced ATM Withdrawals)

- Use ATM's inside banks or in busy areas and avoid using an ATM at night.
- Use a hotel recommended transport service or a vetted, radio-dispatched taxi.
- Implement carjacking and hotel room/ home invasion countermeasures.
- Avoid rural bus travel and do not travel on rural roads at night.

In a Car

- Keep car doors locked and windows up at all times.
- When approaching a car or taxi, slow your gait to assess those nearby and check inside before opening the door.
- If suspicious people approach you when you are stopped at, or are approaching, a red light or stop sign; make a quick safety check and prepare yourself to run the light or sign if the situation appears dangerous.
- Do not pick up hitchhikers.
- If you see an accident or stranded motorist, report it using your cell phone instead of stopping.
- When driving someone to their home or hotel, ensure they are safely inside before departing, and ask them to do the same for you.
- Park in well-lit, heavily-traveled areas.
- Do not to park next to vans or trucks, as you can be easily pulled inside.
- Check your surroundings before getting out of your car.
- Do not sleep in your vehicle.

On the Street

- Tell a trusted person where you will be, who you will be with, and when to expect your return.
- If you sense someone is following you when you get off a bus or train, move immediately to a well-populated area.
- Do not wear headphones, read, or use a cell phone while walking or standing on the street.
- Walk facing oncoming traffic; it is harder for someone in a vehicle to abduct you.
- Do not hitchhike.
- Try to maintain a low profile.
- Modify your fashion style by toning-down colors and accessories; wear comfortable clothing; carry high heels and other impractical footwear and wear shoes that you can run in.
- Avoid apparel with long straps such as scarves, necklaces, and purses.

Security Advice

- Security Advice >
- Environment Advice >
- Transportation Advice >
- Culture Advice >
- Logistics Advice >

24/7 Assistance

+44 (0)200 5000 242



How to prepare for a hurricane/tropical cyclone/typhoon

HURRICANES

Hurricanes, also called tropical cyclones or typhoons (depending on where in the world they occur), are low pressure weather systems that most often form in the tropics. The three terms for hurricanes have the same meaning, and are used interchangeably here. Hurricanes are among the world's most destructive weather phenomena; damage is usually due to storm surge, flooding, and/or high winds. Tornadoes are possible during hurricanes, which can cause significant damage (Check out WorldAware's Advice Sheet on tornadoes). Tropical cyclones require tremendous energy to develop. The warm, moisture-laden air of the tropics contains this energy, so most hurricanes develop within 20 degrees of the equator and begin to dissipate as they move into mid-latitudes. These tropical weather systems are classified as follows:

- An organized system of clouds and thunderstorms with a defined surface circulation and maximum sustained winds of 61 kph (38 mph) or less.
- An organized system of strong thunderstorms with a defined surface circulation and maximum sustained winds of 63-118 kph (39-73 mph).
- An intense tropical weather system of strong thunderstorms with a well-defined surface circulation and maximum sustained winds of 118 kph (74 mph) or higher.

Tropical systems' naming convention varies depending on where in the world they form; however, they are all categorized based on wind speed. Hurricanes are categorized according to the strength of their winds using the Saffir-Simpson Hurricane Scale:

Category	Sustained Winds	Damages
1	64-82 kts / 119-153 kph / 74-95 mph	Minimal: Unsecured mobile homes, vegetation, and signs.
2	83-95 kts / 154-177 kph / 98-110 mph	Moderate: All mobile homes, roofs, small boats, flooding.
3	96-112 kts / 178-208 kph / 111-129 mph	Extensive: Small buildings, low-lying roads flooded.
4	113-136 kts / 209-251 kph / 130-156 mph	Extreme: Roofs destroyed, felled trees, roads out off, mobile homes destroyed. Beach homes flooded.
5	> 137 kts / 251 kph / 156 mph	Catastrophic: Buildings and vegetation destroyed. Major roads out-off. Homes flooded.

Preparing for a Hurricane/Typhoon/Tropical Cyclone

In most cases, meteorologists provide a fairly accurate forecast of where a storm will strike at least 36 hours in advance. People in a storm's path will often have three or more days to prepare.

Security Advice

- Security Advice >
- Environment Advice >
- Transportation Advice >
- Culture Advice >
- Logistics Advice >

24/7 Assistance

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Home > Travel Health > Cholera.

Cholera.

Cholera is a severe diarrheal disease caused by Vibrio cholerae bacteria. It is transmitted directly through food or water that has been contaminated with fecal material from infected persons. Cholera can cause life-threatening diarrhea resulting in severe dehydration, but the disease is preventable and usually responds well to treatment. Cholera occurs in many developing countries in Africa, South Asia, and parts of Latin America. The risk of infection is very low for travelers, especially those who follow the usual tourist itineraries and stay in standard accommodations.

Symptoms

Most infected persons have no symptoms or only mild diarrhea. Severe cases have acute, profuse, watery diarrhea, vomiting and dehydration, and may progress to death.

Prevention

- Wash hands thoroughly.
- Drink boiled or bottled water. Ensure that the seal on bottled water is unbroken before opening it.
- Eat in well-established, clean restaurants, and consume only thoroughly cooked foods served hot.
- Avoid raw vegetables and unpeeled fruit.
- Avoid salads, buffets, and raw seafood, including ceviche (cold, marinated seafood).

Treatment

Cholera kills by causing dehydration. The immediate treatment is rehydration; use of oral rehydration solutions (ORS) is essential. Prompt use of rehydration solutions has saved many lives. If fluid replacement is prevented by vomiting and severe symptoms, hospitalization for intravenous fluid replacement may be required. Antibiotics will shorten the duration of the illness and are an important adjunct to fluid therapy.

Vaccination

An oral cholera vaccine, Dukoral, will protect against cholera infection, but it is not available in all countries (including the US). The vaccine is administered in two doses at least one week apart. It is recommended that persons going to disaster areas or who will be in underdeveloped areas without reliable access to clean water consider getting this vaccine. However, the vaccine should not be viewed as a substitute for diligent personal hygiene measures, especially the use of soap and water for handwashing.

Security Advice

- Security Advice >
- Environment Advice >
- Transportation Advice >
- Culture Advice >
- Logistics Advice >

24/7 Assistance

+44 (0)200 3669242

Travel Health



Home > Travel Health

Travel Health

Please use the drop-down menu to view health profiles for over 230 countries.

WorldAware also offers a comprehensive library on various diseases, ailments, health issues and advice. Click on the categories below to see more:

- Diseases and ailments
- Health issues and advice

Security Advice

- Security Advice >
- Environment Advice >
- Transportation Advice >
- Culture Advice >
- Logistics Advice >

24/7 Assistance



Home > Travel Health > Advice on Jet Lag

Advice on Jet Lag

No single treatment exists to combat jet lag or its effects. However, scientists who study circadian rhythms have developed useful recommendations and guidelines to help minimize the symptoms of jet lag. Some of these guidelines are more complicated than others. The information below attempts to present simplified, best practice information for travelers.

Symptoms of Jet Lag

Symptoms include insomnia, general fatigue, and impaired concentration. Travelers also report irritability, headaches, stomach and intestinal changes (including diarrhea and constipation) and occasionally, problems with coordination.

Duration of Jet Lag

Everyone responds differently to jet lag, so recovery times will vary. Some travel experts believe that westward travel is easier to adjust to than eastward travel, because the normal body rhythm adjusts better to a longer day than a shorter one. There is a general rule that it takes one day to adjust to each time zone of travel.

Treatment

- Generally, immediately adopt the time of your destination.
- Eat and sleep at the new time. If a nap is required to make it through the day, set an alarm and don't let the nap exceed one hour.
- Avoid caffeine and alcohol. Alcohol makes you feel sleepy but it actually disturbs sleep.
- When awake at night, keep the lights low, read or engage in a quiet relaxing activity.
- Daytime exercise in sunlight helps the body adjust.
- If traveling east, try to get exposure to morning light and if travelling west opt for afternoon sunlight.
- If possible, plan your schedule to allow for some initial adjustment time before engaging in strenuous activities or important business meetings.

There is no conclusive evidence that melatonin, special diets, or light therapy will assist every traveler with the symptoms of jet lag. Studies have found that older travelers seem to fare better than younger ones and that schedule adaptation as soon as is practical seems to be the best remedy. Short-acting prescription medications are available in many areas. Check with your travel health clinician to determine if your trip and medical profile may benefit from a sleep aid.

Security Advice

- Security Advice >
- Environment Advice >
- Transportation Advice >
- Culture Advice >
- Logistics Advice >

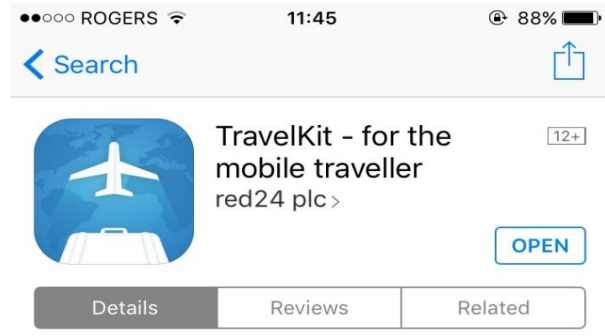
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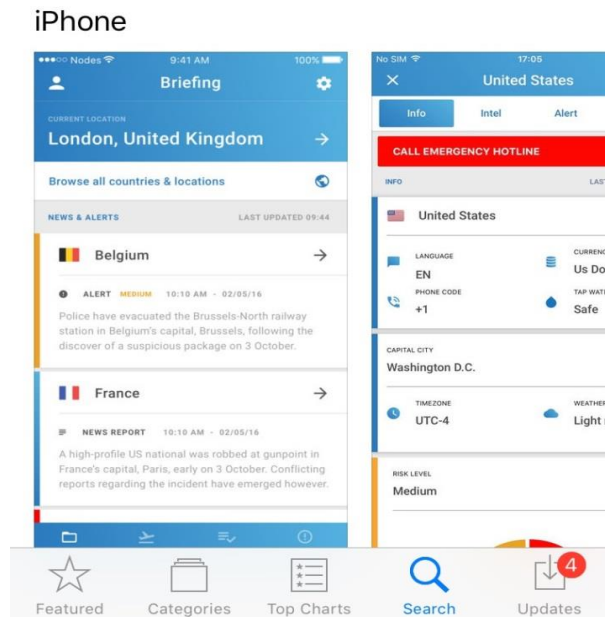


Mobile App – Travelkit

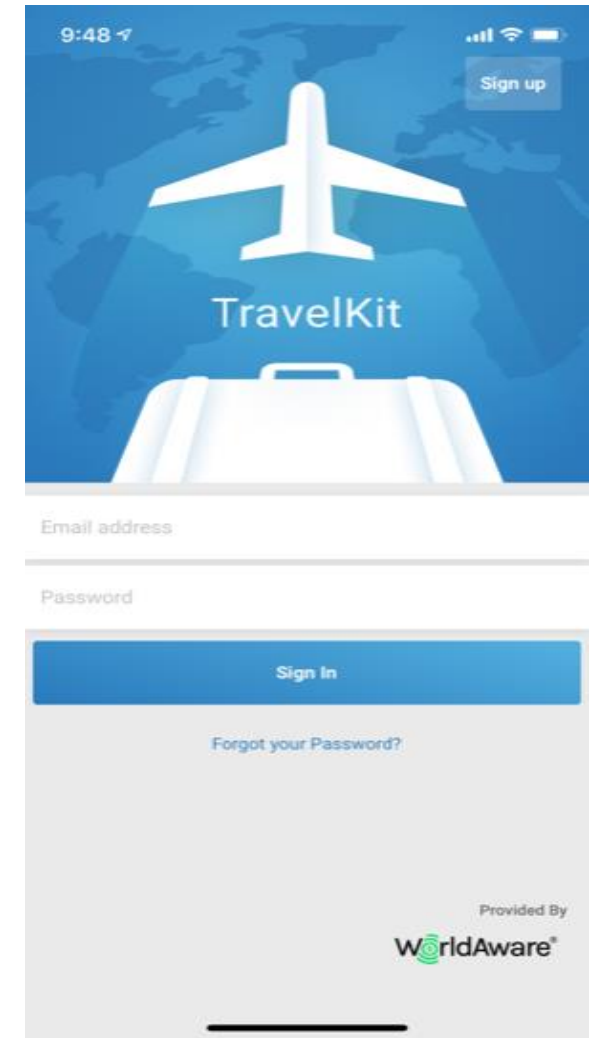
Mobile App



Download the TravelKit App.



Log into the TravelKit App using your Zurich Travel Assist user name and password.

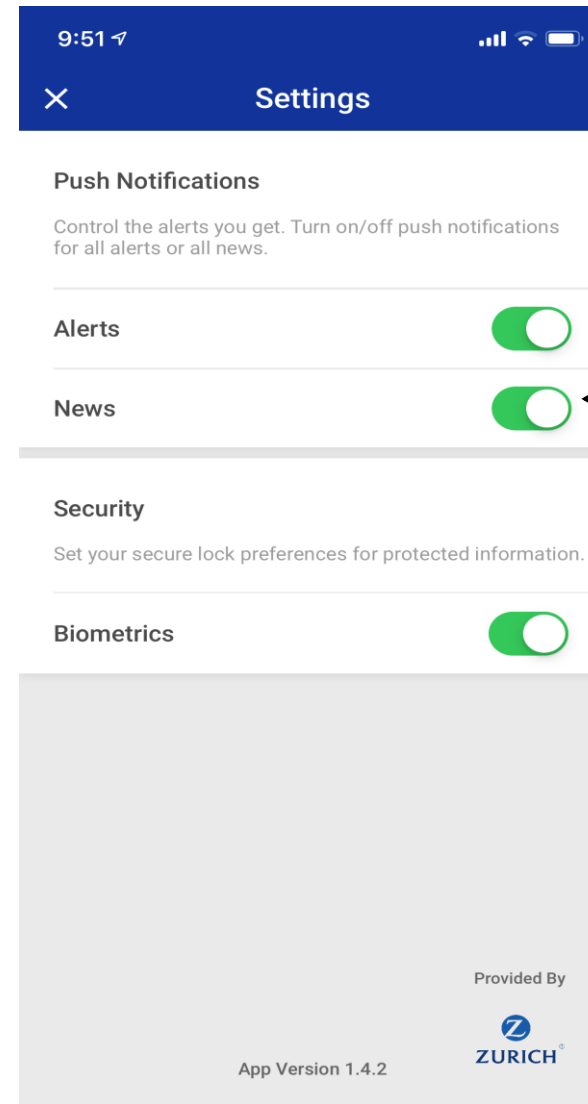


Mobile App

Designed to prepare and assist travelling insureds and their families.

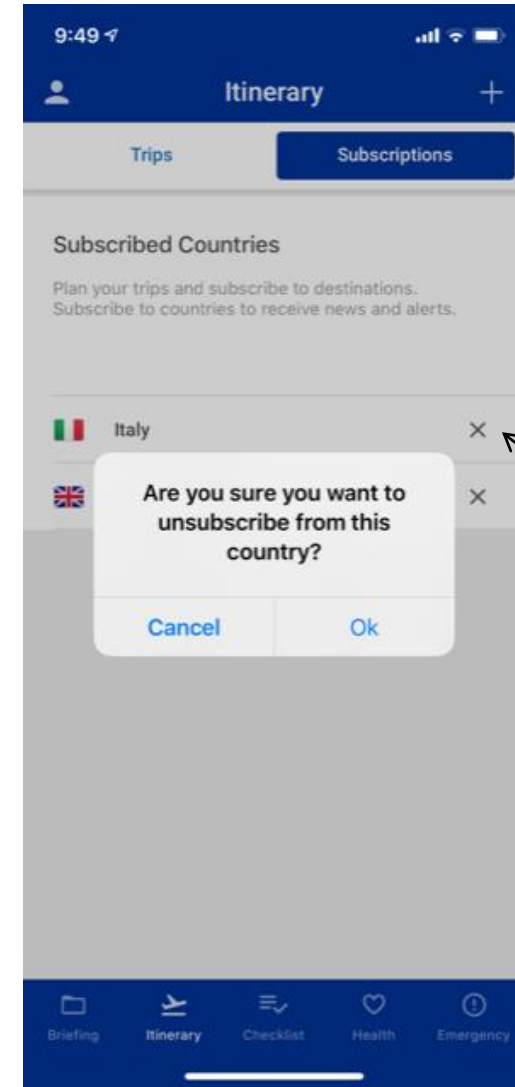
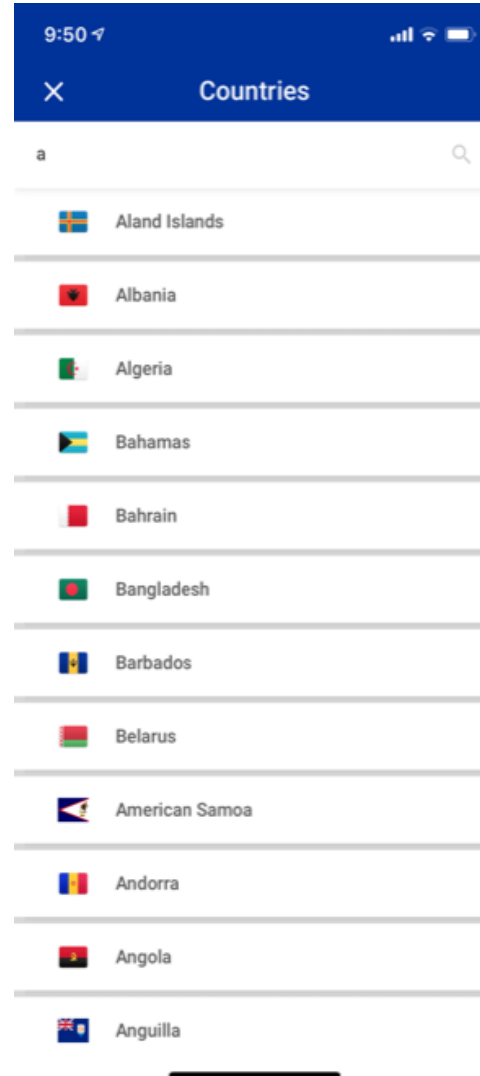
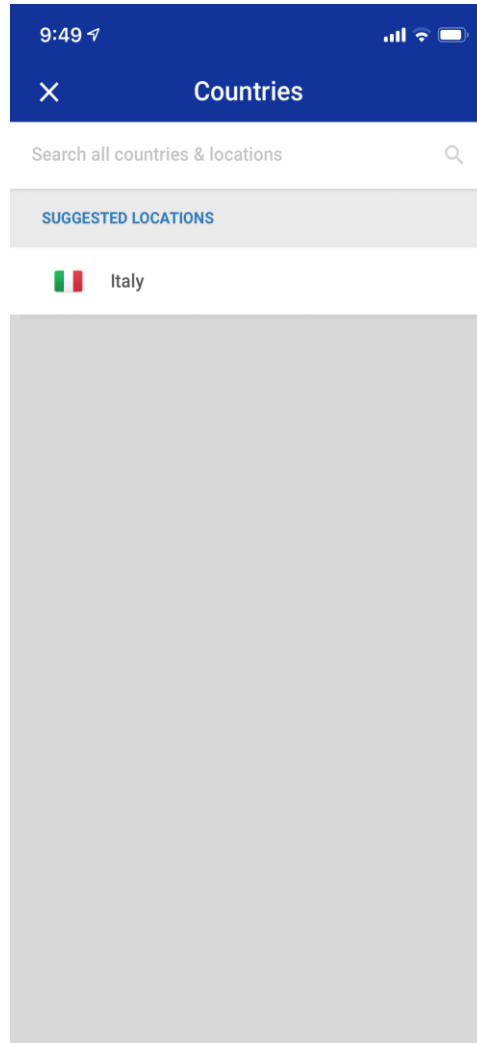
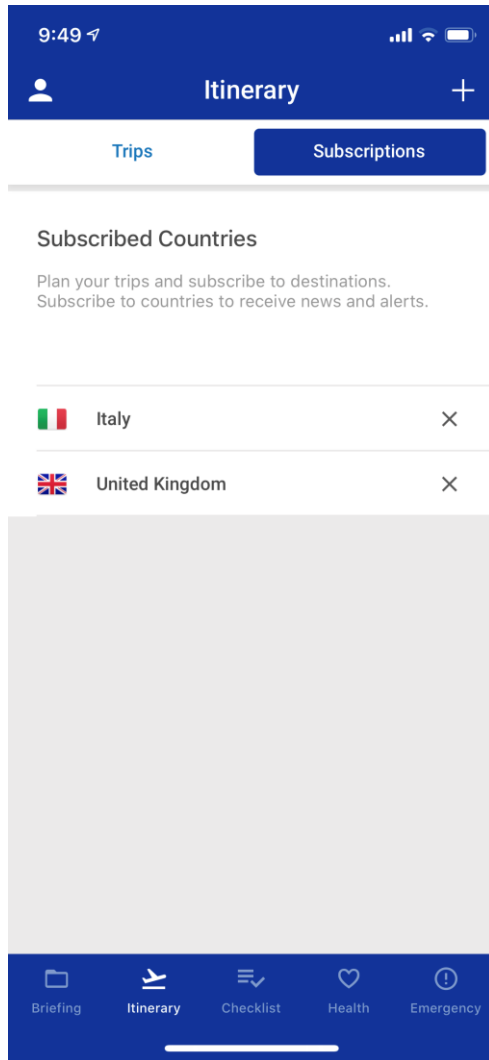
Features include:

- an itinerary
- country information
- risk ratings
- security intelligence



Must be selected in order to receive Alert notifications

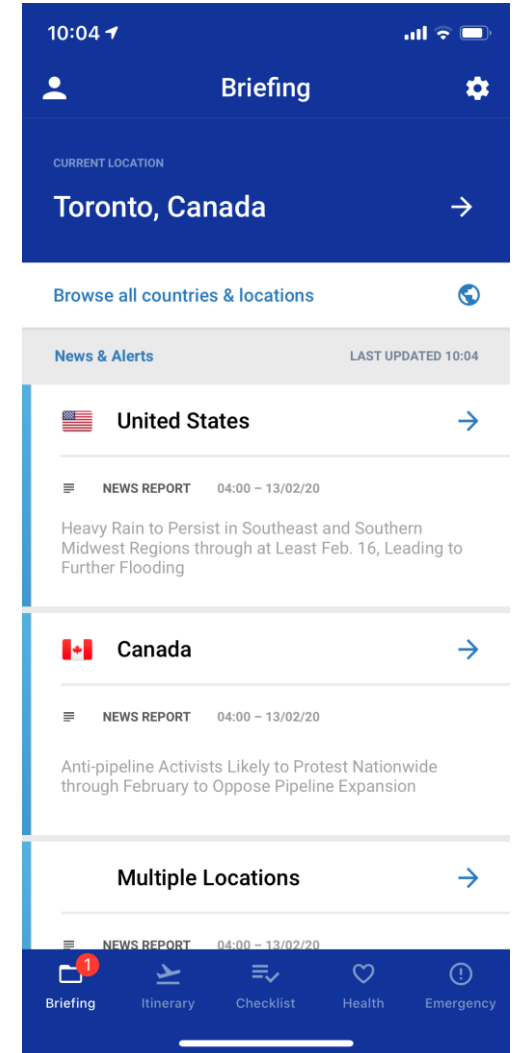
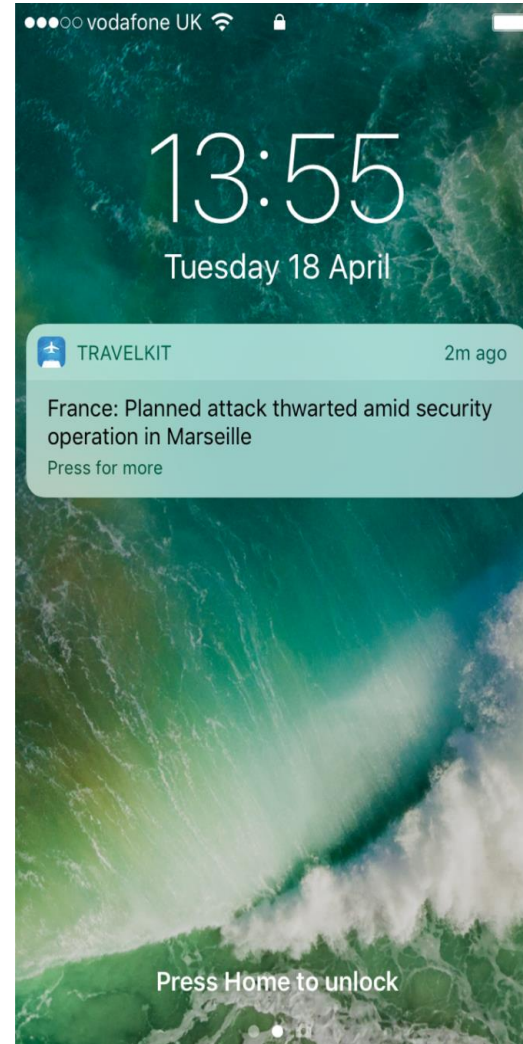
Mobile App – Country Alerts



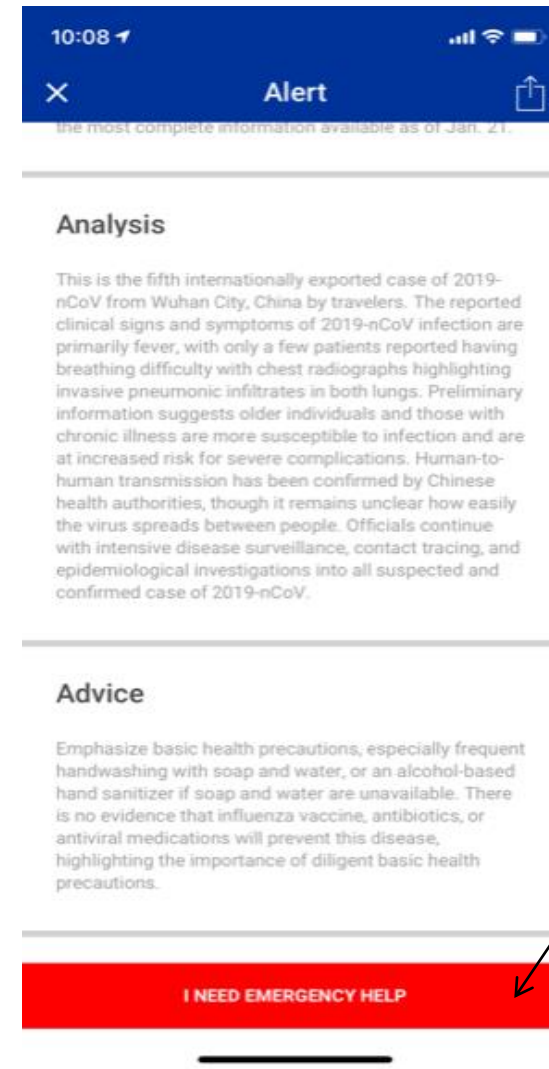
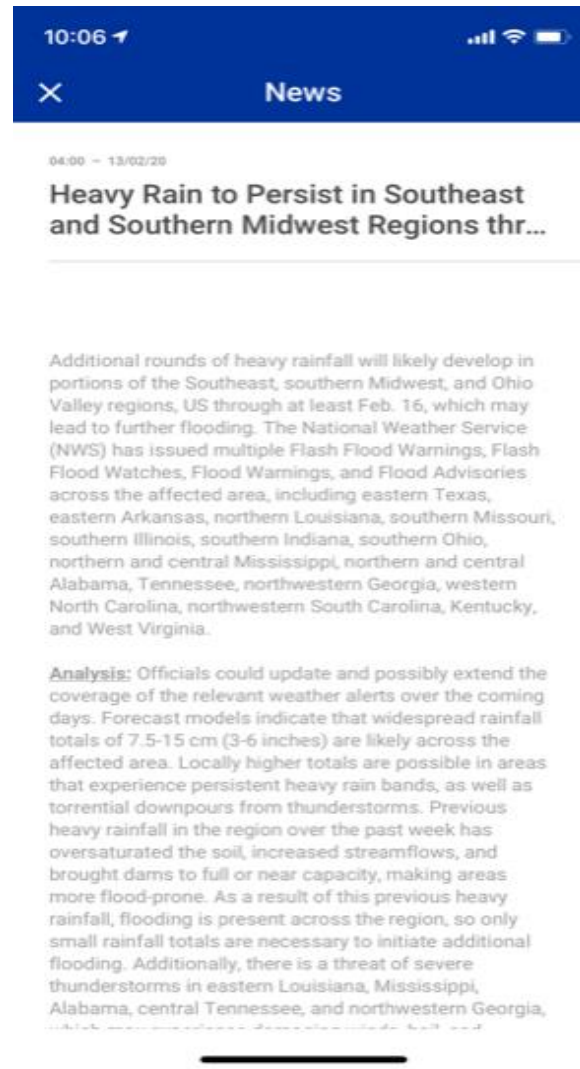
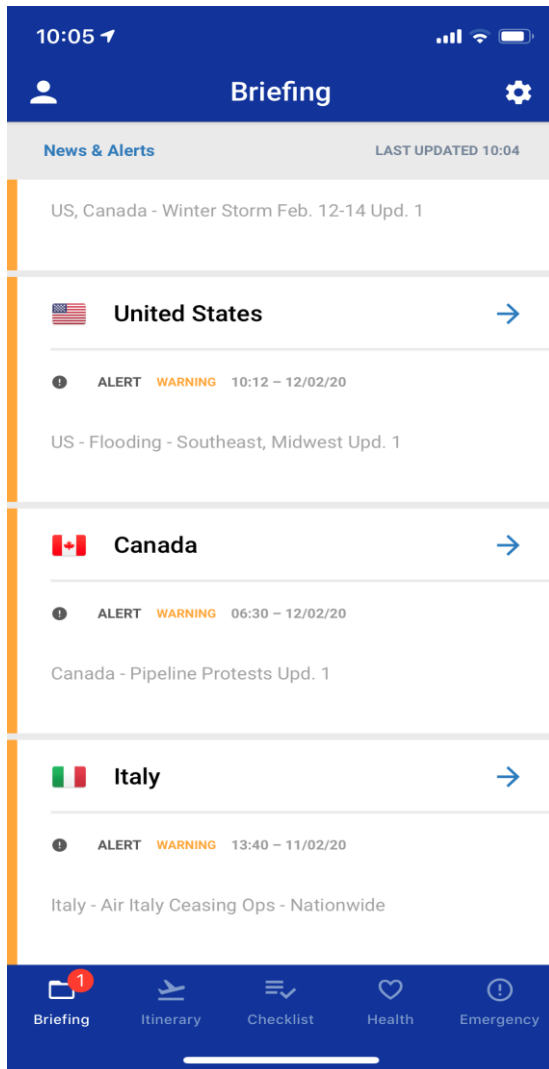
Delete existing itineraries

Mobile App – Country Alerts

Based on your itinerary the TravelKit App will keep you up-to-date with the latest news and events that may affect your travel.

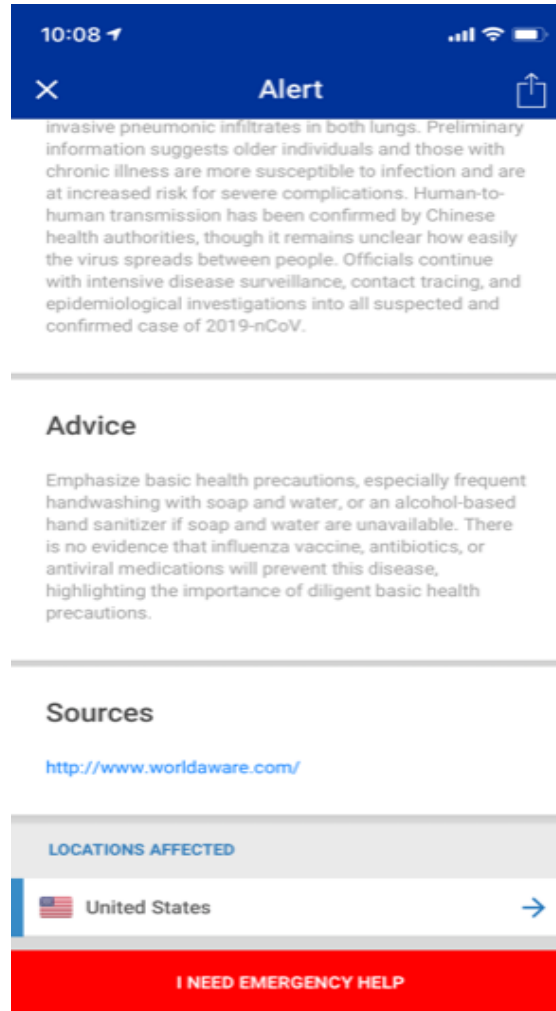


Mobile App – Country Alerts



Mobile App – Country Alerts

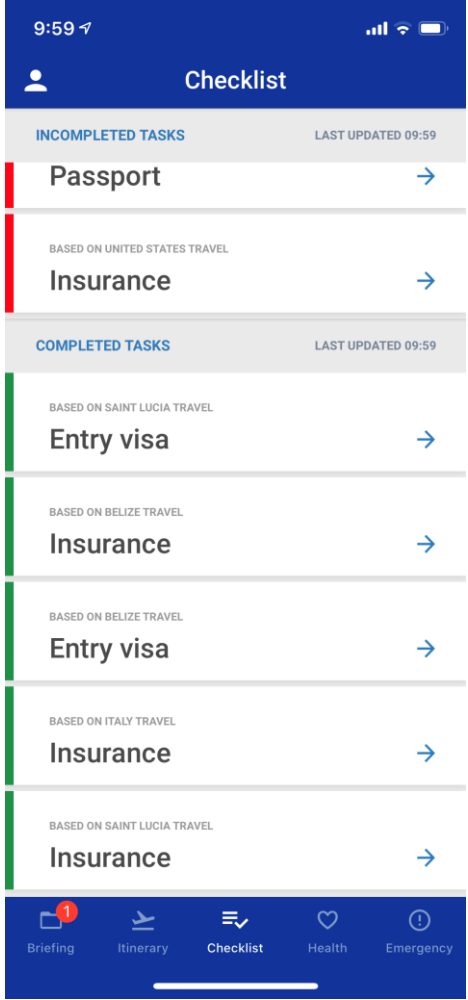
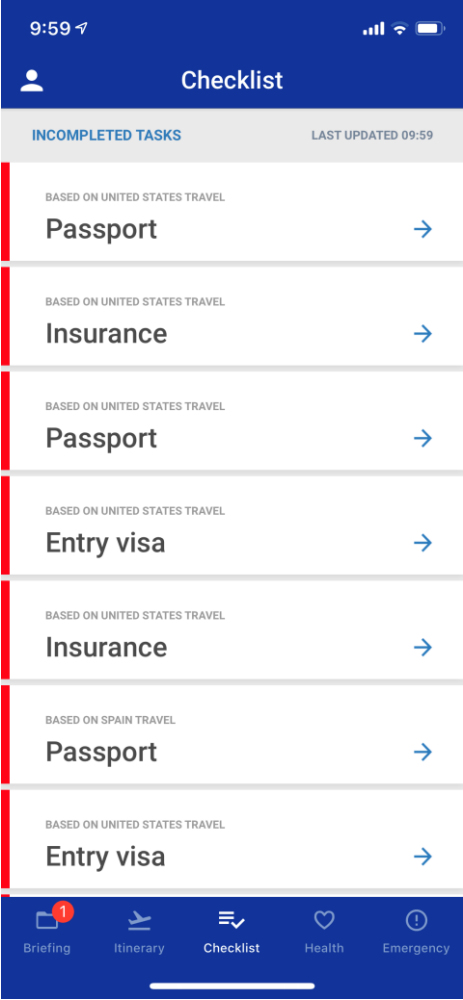
- Location awareness
- Emergency Help



Provides real-time location awareness to the specific alert

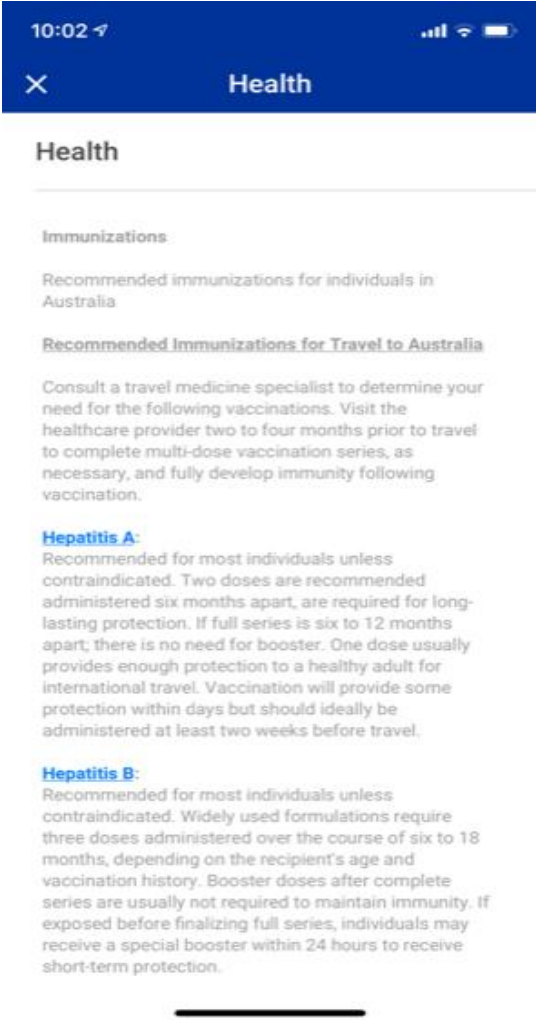
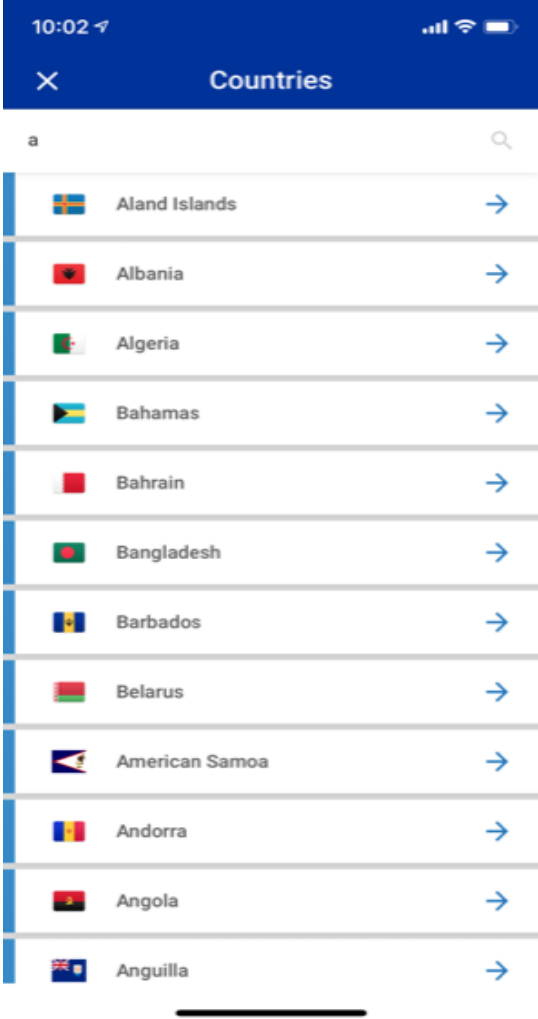
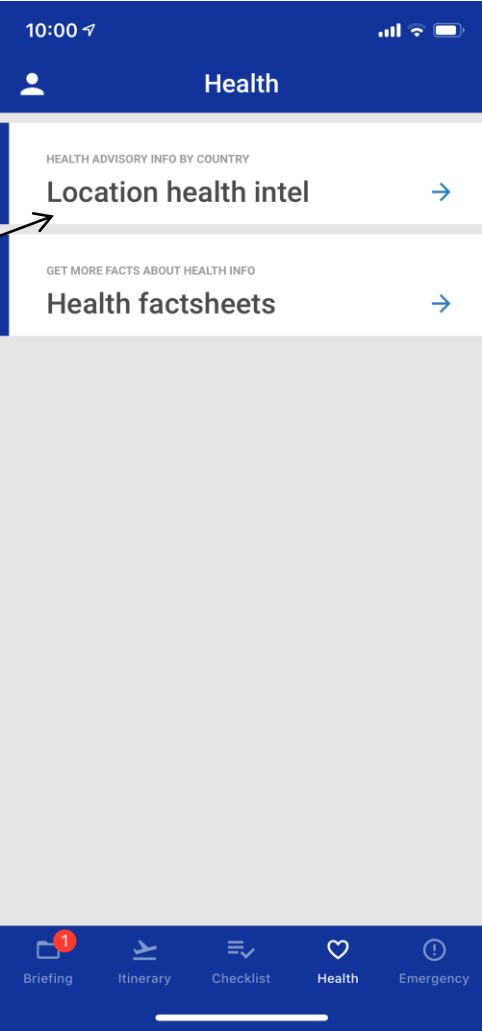
Mobile App - Checklist

- Based on your citizenship
- Requirements will automatically populate



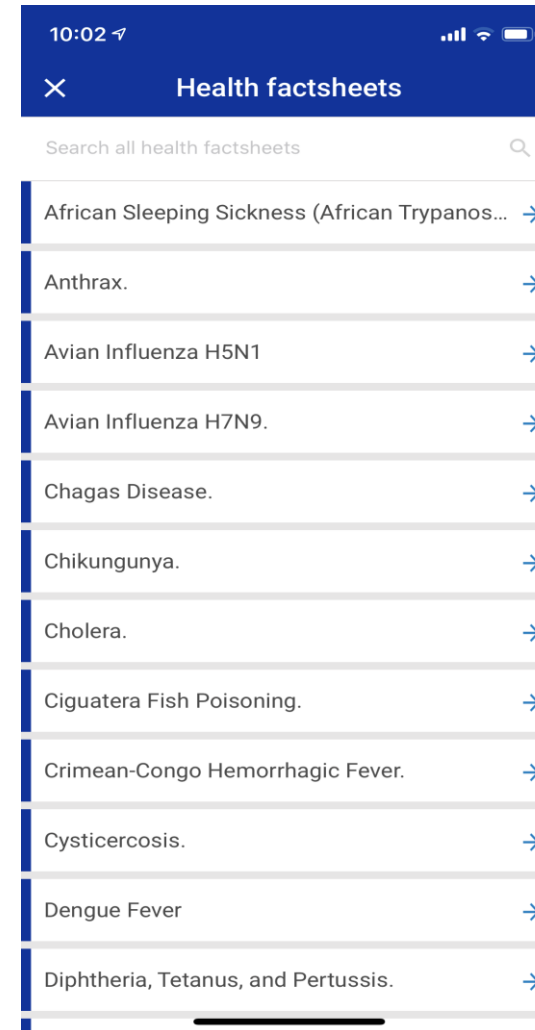
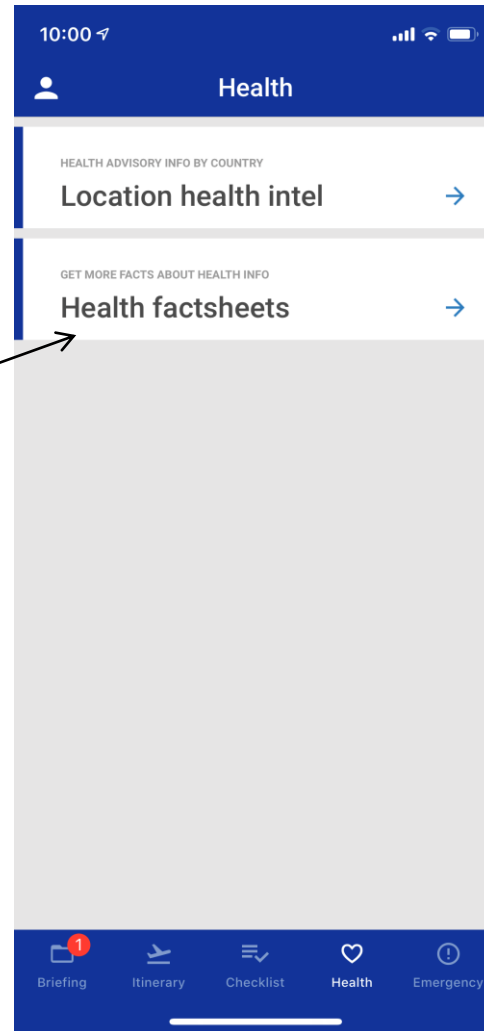
Mobile App – Health Tab

Health information related to specific country

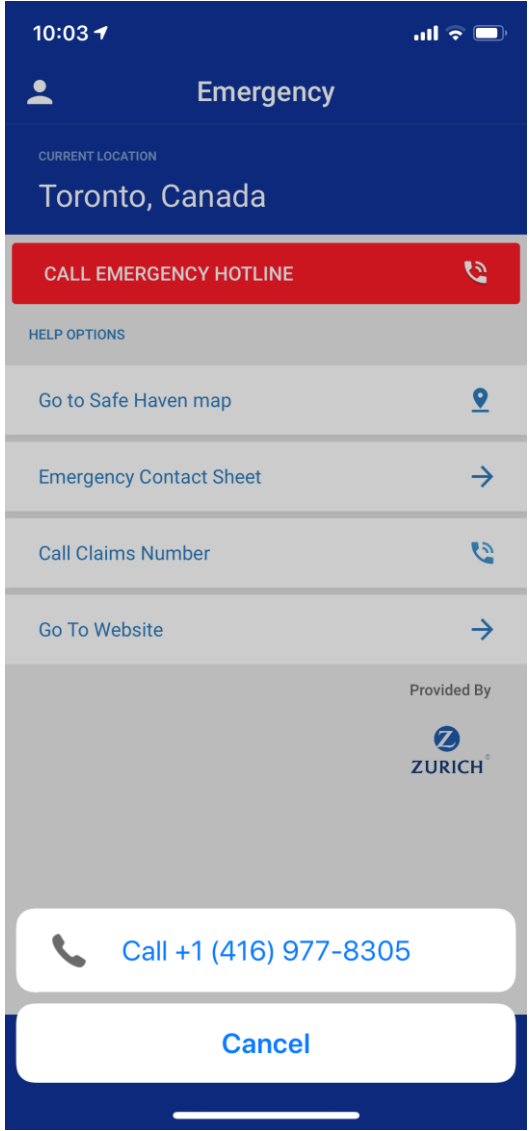
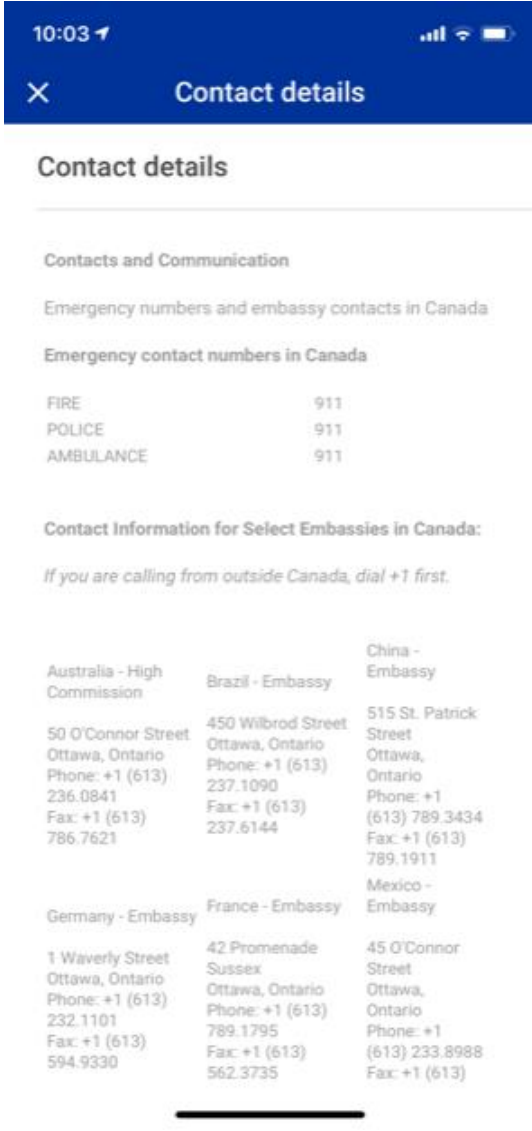
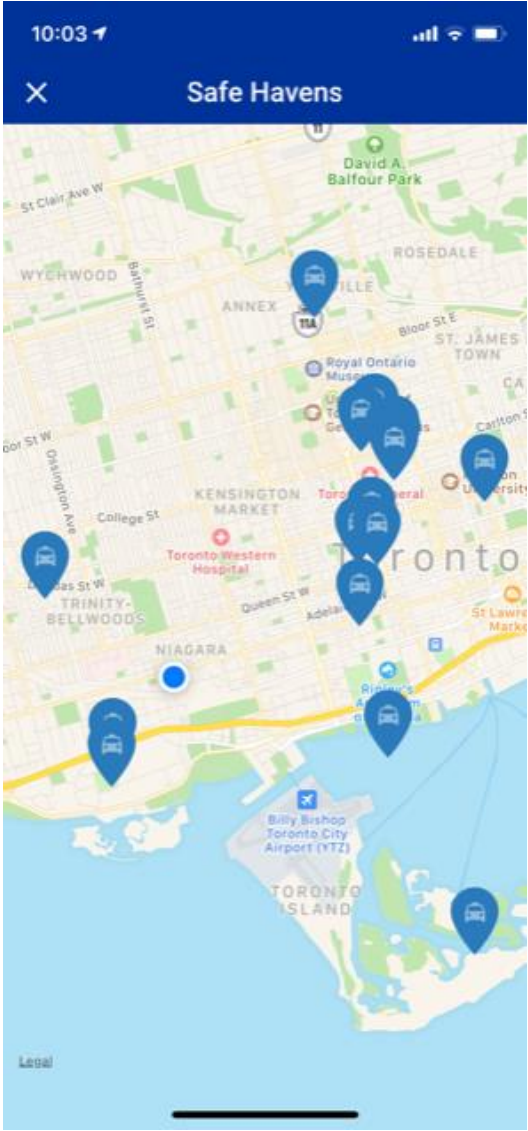
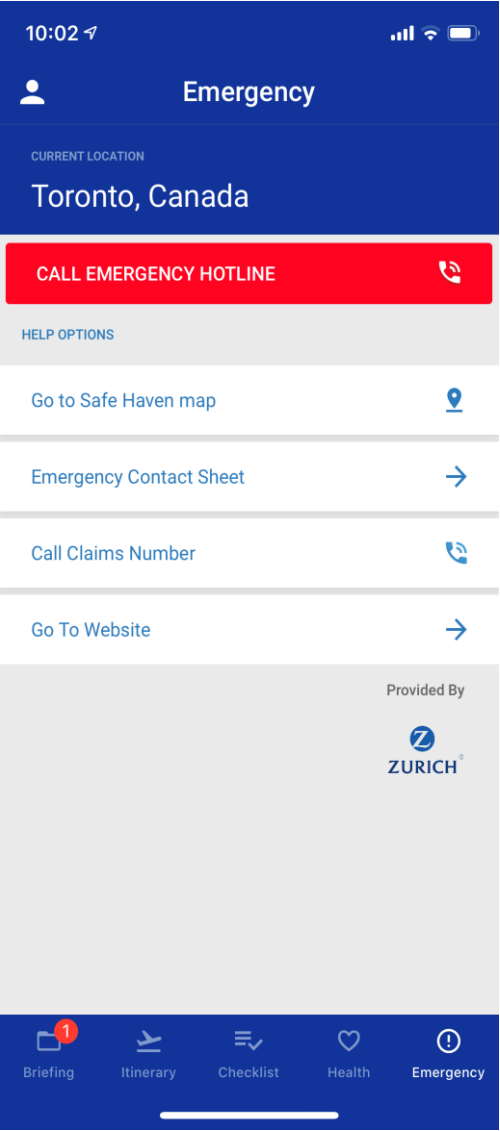


Mobile App – Health Tab

Access to information for specific diseases/illnesses



Mobile App – Emergency Tab





Questions



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